

SLGFA STAFF DIRECTORY AT A GLANCE

Operations Division		
John Williams	Division Manager	651
Default Reporting Department		
Rosemary McGinnis	Department Manager	639
Linda Silkwood	Office of General Counsel Coordinator	616
Dawn Williams	Legal Assistant	613
Tammy Parchman	Default Specialist	678
Operations & Reconciliation Department		
Reneé Sisson	Department Manager	665
Kassie Booker	Operations & Reconciliation Specialist	671
Lou Childress	Operations & Reconciliation Specialist	656
Vivian Sapp	Operations & Reconciliation Specialist	674
Records Retention & Reporting Department		
Theresa McDuffee	Department Manager	661
Janie Patrom	Records Coordinator	621
Brenda Wells	Imaging Specialist	649
Teresa Rash	Optical Scanning Specialist	614
Johnnie Webb	Imaging Specialist	687
Kathleen Tucker-Rawls	NSLDS Analyst	654

Executive Administration Division		
Ronnie Nichoalds	Executive Director	610
Sue Balest	Deputy Director/Chief Financial Officer	624
Geneva Langford	Human Resources	611
John Noah	Chief Information & Technology Officer	619
Becky Collins	Chief Compliance Officer	638
Kim Elrod	Chief Operations Officer	697
Bill Batte	Information Systems & Security Administrator	663
Information Technology & Services Department		
Bill Batte	Department Manager	663
Joyce James	Facilities & Office Administrator	650
Jennifer Taylor	Support Specialist	620
Susie Powers	Financial/Reports Administrator	657
Amy Clark	Fiscal & Financial Reporting Coordinator	627
Angela Vance	Financial Accounting Assistant	682
Patsy Guess	Database & Technical Support Specialist	604
Phyllis Newton	Front Desk Receptionist	600

Policy & Compliance Division		
Rita Toland	Division Manager	636
Default Prevention Department		
Default Prevention Hotline 800-622-3446, ext. 655		
Tonya Hatfield	Department Manager	690
Charlen Cullum	Administrator/Trainer	686
Mindy Darner	Administrative Assistant	695
Lori French	Administrative Assistant	630
Kirby Smith	Counselor III	694
James Stone	Counselor III	688
Mary Lane Sandlin	Counselor III	696
Jim Cazer	Counselor III	659
Lauren Rook	Counselor I	691
Richard Hairston	Counselor III	669
Claim Management Department		
Cindy Long	Department Manager	641
Christie Birkhead	Claim Analyst	644
Debbe Sandin	Claim Analyst	658
Barbara Henson	Claim Analyst	652
Julie Grimes	Claim Analyst	603
Tyeka Barker	Claim Support	699
Wanda Jenkins	Claim Support	662
Steve Satterfield	Claim Aversion Specialist	680
Training & Technical Assistance Department		
Pamela Baker	Compliance Officer/Trainer	609
Clay Berry	Compliance Officer/Trainer	670
Bonnie Hartz	College Access & Debt Management Advisor	634
Karen Williams	Corporate Communications Liaison	629

To reach any staff member, dial 800-622-3446 and then the extension listed. If you wish to contact any staff member directly, dial 501-688-7 and then the extension listed.